

Client Success:

# BC Centre for Ability



## Customer Profile:

The BCCFA provides community-based services that enhance the quality of life for children, youth, and adults with diverse abilities and their families.

## The Challenge:

Existing technology, inefficient processes, and inconsistent data was limiting BCCFA's ability to provide a strong client experience.

## Our Solutions:

- Salesforce Service Cloud
- Community Cloud
- Automated Document Generation
- Knowledge Articles
- E-Signature



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for Ability**

**Belmar Consulting** has completed several projects with **BCCFA**, enabling them to deliver an integrated client experience, while tracking key outcomes required for reporting across multiple programs and departments. Belmar completed their initial migration to Salesforce and has implemented solutions to better share resources to their clients, manage their client accounts and contacts, control inventory, automate processes, and share knowledge across the organization as needed.

## Impact of Solutions



Through implementing Salesforce, BCCFA eliminated departmental silos and enabled the organization staff to share information and consolidated reporting on outcomes. This created incredible efficiencies and enabled their staff to better focus their time and efforts on serving clients.



The digital transformation of traditionally paper-based processes, has saved the Centre over 40K annually on postage and paper.



Reporting to funders and the ministry historically took over 3 to 4 days to collect data and consolidate into the proper format.